

Please type a plus sign (+) inside this box →

O I P E
NOV 08 2001
PATENT & TRADEMARK OFFICE

PTO/SB/08A (08-00)

Substitute for form 1449A/PTO				Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	09/518,916
				Filing Date	03/03/00
				First Named Inventor	Lukas et al.
				Group Art Unit	2772
				Examiner Name	
Sheet	1	of	5	Attorney Docket Number	FINL-009/00US

RECEIVED

DEC 11 2001

Technology Center 2600

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
JZ		Des. 276,626		Lockwood	12/4/84
		Des. 286,956		Lockwood	12/2/86
		Re. 32,115		Lockwood et al.	4/15/86
		3,829,088		Pahlas	8/13/74
		4,451,985		Pullman	6/5/84
		4,567,359		Lockwood	1/28/86
		4,793,810		Beasley, Jr.	12/27/88
		5,002,491		Abrahamson et al.	3/26/91
		5,059,127		Lewis et al.	10/22/91
		5,204,813		Samph et al.	4/20/93
		5,208,869		Holt	5/4/93
		5,211,563		Haga et al.	5/18/93
		5,251,268		Colley et al.	10/5/93
		5,261,823		Kurokawa	11/16/93
		5,267,865		Lee et al.	12/7/93
		5,294,229		Hartzell et al.	3/15/94
		5,302,132		Corder	4/12/94
		5,309,355		Lockwood	5/3/94

LISTING CONTINUED ON ATTACHMENT

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)			
JZ		EP	0 496 492 A1		Tomitsuka et al. / Sony Corporation	1/7/92	
		EP	0 496 492 B1		Tomitsuka et al. / Sony Corporation	1/7/92	
		WO	97/44767		Cook et al. / Agent Based Curricula, Inc.	11/27/97	
		WO	98/32107		Padwa / Agent Based Curricula, Inc.	7/23/98	

Examiner Signature	<i>James Tant</i>	Date Considered	<i>8/1/03</i>
--------------------	-------------------	-----------------	---------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

Please type a plus sign (+) inside this box →

PTO/SB/08A (08-00)

NOV 08 2001

Substitute for form 1400A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Complete if Known	
				Application Number	09/518,916
				Filing Date	03/03/00
				First Named Inventor	Lukas et al.
				Group Art Unit	2772
				Examiner Name	
Sheet	2	of	5	Attorney Docket Number	FINL-009/00US

RECEIVED
DEC 11 2001
Technology Center 2600

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
J2		A+dvantage – Worldware, 1995, Jostens Learning Brochure	RECEIVED FEB 12 2002 <i>Technology Center 2100</i>
		Applied Physics, 1995, EduStar America Inc. Brochure	
		Aqua Venture, 1995, EduStar America Inc. Brochure	
		Barron, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 75-92	
		Basic Electronics, 1995, DEGEM SYSTEMS Brochure	
		BEST, 1995, DEGEM SYSTEMS Brochure	
		Brader, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 45-60	
		Burke, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 123-141	
		Carbonell, 1970, IEEE Transactions on Man-Machine Systems 11:190-203	
↓		Cook, 1989, A Briefing for Buyers (Asymtote Inc., Boston)	

LISTING CONTINUED ON ATTACHMENT

Examiner Signature	<i>James Zunica</i>	Date Considered	8/1/03
--------------------	---------------------	-----------------	--------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.

U.S. Patent and Trademark Office

Substitute for form 1449A/PTO
INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(use as many sheets as necessary)

				<i>Complete if Known</i>	
				Application Number	09/518,916
				Filing Date	03/03/00
				First Named Inventor	Lukas et al.
				Group Art Unit	2772
				Examiner Name	
Sheet	3	of	5	Attorney Docket Number	FINL-009/00US

RECEIVED
DEC 11 2001

Technology Center 2600

U.S. PATENT DOCUMENTS (Cont'd)

Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
JZ		5,310,349		Daniels et al.	5/10/94
		5,337,141		Egli et al.	8/9/94
		5,397,865		Park	3/14/95
		5,441,415		Lee et al.	8/15/95
		5,444,774		Friedes	8/22/95
		5,458,494		Krohn et al.	10/17/95
		5,513,991		Reynolds et al.	5/7/96
		5,513,994		Kershaw et al.	5/7/96
		5,576,951		Lockwood	FEB 12 2002
		5,594,791		Szlam et al.	11/19/96
		5,636,036		Ashbey	1/14/97
		5,708,798		Technology Center 2100	6/3/97
		5,710,887		Lynch et al.	1/13/98
		5,721,845		Chelliah et al.	1/20/98
		5,727,950		James et al.	2/24/98
		5,743,746		Cook et al.	3/17/98
		5,745,765		Ho et al.	4/28/98
		5,788,504		Paseman	4/28/98
		5,788,508		Rice et al.	8/4/98
		5,825,651		Lee et al.	8/4/98
		5,827,070		Gupta et al.	10/20/98
		5,844,554		Kershaw et al.	10/27/98
		5,904,485		Geller et al.	12/1/98
		5,907,706		Siefert	5/18/99
		5,909,589		Brodsky et al.	5/25/99
		5,918,217		Parker et al.	6/1/99
		5,920,848		Maggioncalda et al.	6/29/99
		5,947,747		Schutzer et al.	7/6/99
		5,963,953		Walker et al.	9/7/99
		5,974,446		Cram et al.	10/5/99
		5,978,648		Sonnenreich et al.	10/26/99
		6,002,854		George et al.	11/2/99
		6,012,051		Lynch et al.	12/14/99
		6,032,129		Sammon, Jr. et al.	1/4/00
		6,035,283		Greef et al.	2/29/00
		6,070,142		Rofrano	3/7/00
		6,091,930		McDonough et al.	5/30/00
				Mortimer et al.	7/18/00

Janus Date 8/1/03

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

				<i>Complete if Known</i>	
				Application Number	09/518,916
				Filing Date	03/03/00
				First Named Inventor	Lukas et al.
				Group Art Unit	2772
				Examiner Name	<i>RECEIVED</i>
Sheet	4	of	5	Attorney Docket Number	FINL-009/00US <i>DEC 11 2001</i>

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS (Cont'd)					
Examiner Initials*	Cite No. ⁱ	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ^{II}
JZ		Educating Jessica's Generation, 1995, Jostens Learning Brochure			RECEIVED FEB 12 2002 Technology Center 2100
		EduStar Mathematics, 1995, Innovative Technologies in Education Brochure			
		Fall, III, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 143-164			
		Guttman et al., 1998, "Agent-mediated electronic commerce: a survey," <i>The Knowledge Engineering Review</i> 13(2):147-159			
		Hello Blue Planet, 1995, EduStar America Inc. Brochure			
		Hibbard, Justin, (April 12, 1999), Assembly Online: The Web is changing mass production into mass customization, <i>Information Week Online: News and Reviews (Online)</i> Available Web Site: www.informationweek.com/729/build.htm ; Accessed on: October 30, 2001)
		Home Reach, 1995, Computer Curriculum Corporation Brochure			
		Keller, 1968, j. Applied Behavior Analysis 1:79-89			
		Kimball, 1995, Educational Leadership 53:54-56			
		Kulik et al., 1983, J. Educational Psychology 75:19-26			
		Kulik et al., 1986, J. Educational Computing Research 2:235-252			
		Lamb, 1994, Authoring-Systems Software for Computer-Based Training (Educational Technology Publications, New Jersey) pp. 24-44			
		Learning First – New Edition, 1995, Jostens Learning Brochure			
		Lesser, 1995, ACM Computing Surveys 27:340-342			

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				<i>Complete if Known</i>	
Sheet	5	of	5	Application Number	09/518,916
				Filing Date	03/03/00
				First Named Inventor	Lukas et al.
				Group Art Unit	2772
				Examiner Name	
				Attorney Docket Number	FINL-009/00US

NOV 08 2001
U.S. PATENT & TRADEMARK OFFICE

RECEIVED

DEC 11 2001

Technology Center 2000

Examiner Initials*	Cite No. ⁱⁱⁱ	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.
JZ		Lindsley, 1990, Teaching Exceptional Children 22:353-359
		Maes, 1994, Communications of the ACM 37:31-40
		Meet Lightspan, 1996, Lightspan Brochure
		O'Keefe and McEachern, 1998, "Web-based Customer Decision Support Systems," <u>Communications of the ACM</u> 41(3):71-78
		Osin, 1984, Proc. 4 th Jerusalem Conf. on Information Technology, pp. 418-424
		Pasik, Alexander J. (September 24, 1998), The Software Investor, <i>The Configuration Invasion</i>
		Peha, 1995, Educational Leadership 53:18-25
		Plato Learning System, 1995, TRO Learning, Inc. Brochure
		SageTalk: <i>Designing a Tool for Designing Successful Web-based Social Agents</i> (Paper ID 254); Conference '00, Month 1-2, 2000
		Sherry and Komoski, eds., 1990, The IIS Report pp. 3-6, 21-24, 52, 256-260
		Vaas, Lisa (May 17, 1999), <i>Service Sites Buckle Up Configurators</i> , PCWeek Online (Online) Available Web Site: www.zdnet.com/pcweek/stories/news/0,4153,402639,00.html ; Accessed on: October 30, 2001
		Venezky and Osin, 1991, The Intelligent Design of Computer-Assisted Instruction (Longman, New York) chapters 3 and 7-13
↓		Writing Expedition, 1994, Ideal Learning Brochure

ⁱ Unique citation designation number.

ⁱⁱ Applicant is to place a check mark here if English language Translation attached.

ⁱⁱⁱ Unique citation designation number.

^{iv} Applicant is to place a check mark here if English language Translation attached.

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet

5

of

5

Complete if Known

Application Number 09/518,916
Filing Date 03/03/00
First Named Inventor Lukas et al.
Group Art Unit 2772
Examiner Name

RECEIVED

DEC 11 2001

Technology Center 2600

Attorney Docket Number FINL-009/00US

Examiner /ials*	Cite No. ⁱⁱⁱ	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ^{iv}
JZ		Lindsley, 1990, Teaching Exceptional Children 22:353-359	RECEIVED FEB 12 2002 Technology Center 2100
		Maes, 1994, Communications of the ACM 37:31-40	
		Meet Lightspan, 1996, Lightspan Brochure	
		O'Keefe and McEachern, 1998, "Web-based Customer Decision Support Systems," <u>Communications of the ACM</u> 41(3):71-78	
		Osin, 1984, Proc. 4 th Jerusalem Conf. on Information Technology, pp. 418-424	
		Pasik, Alexander J. (September 24, 1998), The Software Investor, <i>The Configuration Invasion</i>	
		Peha, 1995, Educational Leadership 53:18-25	
		Plato Learning System, 1995, TRO Learning, Inc. Brochure	
		SageTalk: <i>Designing a Tool for Designing Successful Web-based Social Agents</i> (Paper ID 254); Conference '00, Month 1-2, 2000	
		Sherry and Komoski, eds., 1990, The IIS Report pp. 3-6, 21-24, 52, 256-260	
		Vaas, Lisa (May 17, 1999), <i>Service Sites Buckle Up Configurators</i> , PCWeek Online (Online) Available Web Site: www.zdnet.com/pcweek/stories/news/0,4153,402639,00.html ; Accessed on: October 30, 2001	
		Venezky and Osin, 1991, <i>The Intelligent Design of Computer-Assisted Instruction</i> (Longman, New York) chapters 3 and 7-13	
✓		Writing Expedition, 1994, Ideal Learning Brochure	

ⁱ Unique citation designation number.

ⁱⁱ Applicant is to place a check mark here if English language Translation attached.

ⁱⁱⁱ Unique citation designation number.

^{iv} Applicant is to place a check mark here if English language Translation attached.



Please type a plus sign (+) inside this box →

PTO/SB/08A (08-00)

Substitute for form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	09/518,916
				Filing Date	03/03/2000
				First Named Inventor	Lukas
				Group Art Unit	2772
				Examiner Name	[Not Yet Assigned]
Sheet	1	of	1	Attorney Docket Number	FINL-009/00US

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
		5,630,025		Dolby et al.	05/13/1997
		5,877,966		Morris et al.	03/02/1999

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)			
		EP	0 829 996 A2		AT&T Corp.	03/18/1998	
		WO	99/01826		Business Evolution, Inc.	01/14/1999	
		WO	00/29977		CCH Incorporated	05/25/2000	

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS						
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.				T ²
		Poleretzky Z et al: "The Call Center & e-Commerce Convergence" Dialog ABI/Inform(R), XP002949410 2001				
		Attardi G et al: "Web-based Configuration Assistants" Artificial Intelligence for Engineering Design, Analysis and Manufacturing, London, GB, vol. 12, no. 4, September 1998 (1998-09) pages 321-331, XP002902516				

Examiner Signature	Date Considered	RECEIVED
--------------------	-----------------	-----------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

AUG 20 2003

Technology Center 2600

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

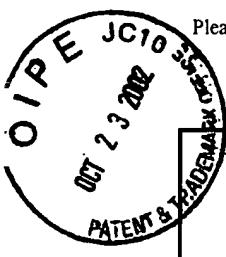
⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.

RECEIVED
SEP 02 2003
GROUP 3600



Please type a plus sign (+) inside this box +

PTO/SB/08A (08-00)

Substitute for form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	09/518,916
				Filing Date	03/03/2000
				First Named Inventor	Lukas
				Group Art Unit	[Not Yet Assigned]
				Examiner Name	[Not Yet Assigned]
Sheet	1	of	1	Attorney Docket Number	FINL-009/00US

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
JZ		5,781,914		Stork et al.	07/14/1998
		5,956,709		Xue	09/21/1999
		6,055,569		O'Brien et al.	04/25/2000
		6,201,948 B1		Cook et al.	03/13/2001
		6,237,035 B1		Himmel et al.	05/22/2001
		6,321,209 B1		Pasquali	11/20/2001
		6,343,329 B1		Landgraf et al.	01/29/2002
		6,356,284 B1		Manduley et al.	03/12/2002
		6,427,063 B1		Cook et al.	07/30/2002
RECEIVED					
OCT 28 2002					
Technology Center 2600					

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	T ⁶
		Office ³	Number ⁴	Kind Code ⁵ (if known)			
RECEIVED							
OCT 31 2002							
GROUP 3							

Examiner Signature	<i>James Zant</i>	Date Considered	<i>8/1/03</i>
--------------------	-------------------	-----------------	---------------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Patent 6

¹ Unique citation designation number.

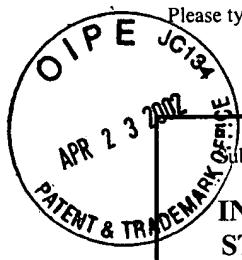
² See attached Kinds of U.S. Patent Documents.

³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.



Please type a plus sign (+) inside this box →

PTO/SB/08A (08-00)

<p style="text-align: center;">INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p>(use as many sheets as necessary)</p>				<i>Complete if Known</i>	
<p>Substitute for form 1449A/PTO</p>				Application Number	09/518,916
				Filing Date	03/03/00
				First Named Inventor	Lukas et al.
				Group Art Unit	2772
				Examiner Name	
Sheet	1	of	2	Attorney Docket Number	FINL-009/00US

U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

~~Technology Center 2100~~

Examiner Signature	Jamy Zunica	Date Considered	8/1/03
-----------------------	-------------	--------------------	--------

***EXAMINER:** Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² See attached Kinds of U.S. Patent Documents.

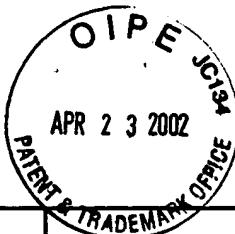
³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3).

4 For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Applicant is to place a check mark here if English language Translation is attached.

Please type a plus sign (+) inside this box →



PTO/SB/08A (08-00)

Substitute for form 1449A/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Application Number	09/518,916
				Filing Date	03/03/00
				First Named Inventor	Lukas et al.
				Group Art Unit	2772
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	FINL-009/00US

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number.

² Applicant is to place a check mark here if English language Translation attached.

LIST OF REFERENCES CITED BY APPLICANT <i>(Use several sheets if necessary)</i>			ATTY. DOCKET NO.	APPLICATION NO.
			8760-0021-999	to be assigned
			APPLICANT	Lukas and Lukas
			FILING DATE	GROUP
Herewith			to be assigned	

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
JZ	AA	6,012,051	01/04/00	Sammon, Jr. et al.			
	AB	6,002,854	12/14/99	Lynch et al.			P10
	AC	5,963,953	10/05/99	Cram et al.			10/05/00
	AD	5,920,848	07/06/99	Schutzer et al.			07/06/00
	AE	5,918,217	06/29/99	Maggioncalda et al.			06/29/00
	AF	5,825,651	10/20/98	Gupta et al.			
	AG	5,844,554	12/01/98	Geller et al.			
	AH	5,745,765	04/28/98	Paseman			
	AI	5,727,950	03/17/98	Cook et al.			
	AJ	5,721,845	02/24/98	James et al.			
	AK	5,710,887	01/20/98	Chelliah et al.			
✓	AL	5,708,798	01/13/98	Lynch et al.			

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

JZ	AM	Guttman et al., 1998, "Agent-mediated electronic commerce: a survey," <u>The Knowledge Engineering Review</u> 13(2):147-159
JZ	AN	O'Keefe and McEachern, 1998, "Web-based Customer Decision Support Systems," <u>Communications of the ACM</u> 41(3):71-78
	AO	Hibbard, Justin. (April 12, 1999). Assembly Online: The Web is changing mass production into mass customization. <u>Information Week Online: News and Reviews</u> [Online] Available Web Site: www.informationweek.com/729/build.htm Accessed on: February 28, 2000
↓	AP	Pasik, Alexander J. (September 24, 1998). The Configuration Invasion. <u>Database</u> [Online] Available Web Site: www.selectica.com/html/articles/Lazard1.html Accessed on: February 28, 2000

JT	AQ	Vaas, Lisa. (May 17, 1999). Service sites buckle up configurators. PCWeek Online [Online] Available Web Site: www.zdnet.com/pcweek/stories/news/0,4153,402639,00.html Accessed on: February 28, 2000
EXAMINER	DATE CONSIDERED	
<i>Jane Faut</i> 8/1/03		
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.		